



Mohamad Al Douaidy

EXPERIENCE

Crepaway (Beirut, Lebanon)

Restaurant General Manager (May 2022 - Present)

- Coordinate daily Front of the House and Back of the House restaurant operations
- Deliver superior service and maximize customer satisfaction
- Respond efficiently and accurately to customer complaints
- Organize and supervise shifts
- Estimate future needs for goods, kitchen utensils and cleaning products
- Manage restaurant's good image and suggest ways to improve it
- Control operational costs and identify measures to cut waste
- Create detailed reports on weekly, monthly and annual revenues and expenses
- Organize and supervise shifts

Fiery Burger (Chouf, Lebanon)

Restaurant General Manager (Apr 2020 - May 2022)

- Opened and operated a successful restaurant
- Designed and implemented Profit and Loss database in Excel.
- Built and maintained extensive vendor data base.
- Responsible for all accounts payable and receivable.
- Developed menus and meals cost.
- Designed and implemented inventory control database.
- Responsible for all employees hiring, supervising and training.
- Maintained excellent customer service with guest satisfaction resulting

Modern Foods Company LTD. (Jeddah, KSA)

Multi Unit Manager (Jul 2018 - Feb 2020)

- Successfully Managed 5 restaurants across the Western Region
- Maintained expenses below budget through planning, waste reduction, purchasing, ...
- Accountable for budgeting, cost control, payroll, accounting, and full P&L
- Developed marketing campaigns to increase visibility of restaurants
- Planned menus, estimated food & beverage costs, and purchased inventory
- Resolved food quality and service complaints, ensuring customer satisfaction
- Recruited, hired and motivated a staff up to 130 employees
- Coordinated the activities of different departments
- Supervised two new restaurants openings in the area

Lebanese International Touristic Projects - KFC (Beirut, Lebanon)

Restaurant Manager (Jun 2017 - Jun 2018)

Restaurant Assistant Manager (Dec 2016 - Jun 2017)

Supervisor (Nov 2015 - Dec 2016)

Kitchen Crew (Apr 2015 - Nov 2015)

- Hired, trained and coached 40+ staff members on customer service skills, food knowledge, and health & safety standards
- Reduced variable costs through controls on overtime expenditures and inventory waste
- Exceeded monthly sales goals by training FOH staff on upselling techniques
- Created a cross-training program ensuring staff members were able to perform confidently and effectively in all positions
- Implemented a revised inventory system focused on storage conditions and ordering techniques, resulting in a decrease in losses incurred by food waste

Le Reve Wedding Center (Rmeileh, Lebanon)

Team Leader (Dec 2012 - Apr 2015)

Waiter (Jun 2012 - Dec 2012)

PERSONAL INFORMATION

Nationality: Lebanese

DOB: 30/10/1995 (Age: 27)

Vaccination: 3 doses (Pfizer)

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Address: Beirut, Lebanon

Passport #: LR0820201 (Valid till: 12/4/2023)

EDUCATION

Accounting (2021)

Practical Accounting Academy - Saida, Lebanon

High School (2013)

Dr. Nazih Al Bizri High School - Saida, Lebanon

LANGUAGES

Arabic	French	English
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SKILLS

- Teamwork
- Leadership skills
- High customer service & problem solving skills
- Finance & analytical skills
- Waste management & cost control
- Critical Thinking and Decision Making
- Organizational skills
- Microsoft Office (Excel, Word, Outlook)
- Excellent communication skills

REFERENCES

Noha Al Musbahi

Position: Owner and General Manager

Company: Modern Foods Co LTD

Phone Nb: 00966 55 561 7000

Mazen Munzer

Position: Area Manager

Company: Americana - KFC

Phone Nb: 00961 76 735 711